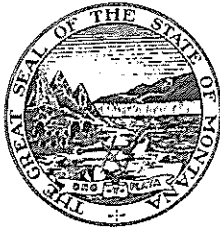


DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



Brian Schweitzer
GOVERNOR

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STATE OF MONTANA

Developmental Disabilities Program

RECEIVED

JUN 12 2007

Date: **DPHHC DSD** June 1, 2007

To: Michelle Pickell, Director J.O.B.S.

From: Sheri Pullium, Quality Improvement Specialist,
Developmental Disabilities Program (DDP)

Subject: Quality Assurance Review FY '07

Please find attached the Quality Assurance Report for J.O.B.S. The review was completed on May 29, 2007 and covered the period January 1 '07 through May '07.

It was a pleasure meeting with Michelle, Director and Chelsey, Job Coach and become familiar with J.O.B.S and their style in doing supported employment. It is apparent that Michelle has developed and is ongoing in developing relationships within the Missoula community and is successful in collaboration efforts with local employers. It is also evident that priority is placed on the abilities and interests of the individuals she serves when supporting them in job searching and placement.

During this review, items noted for improvement includes making the goals and objectives measurable and assuring that there are always objectives to work on throughout the year. There will be training available in '07 on Personal Support Planning that will include goal writing that will be beneficial. In addition to this training, Michelle can submit goals to her QIS for review before implementing.

Administrative

J.O.B.S is a new Vocational Service DDP approved Provider as of January 1, 2007. They began serving an individual through the DDP funding as of January 1, 2007. J.O.B.S has been a contractor for Vocational Rehabilitation Services and continues to provide support to that clientele. They have also been a successful provider of services to the deaf and hard of hearing community. Michelle and Chelsey attend trainings put on by the University of Montana's Rural Institute.

Scope of Review

J.O.B.S currently provides community employment services in the Missoula area to 1 individual accessing DD funding. All services provided are funded through the Medicaid Home and Community Supports Waiver. J.O.B.S has been contracting with the Developmental Disabilities Program (DDP) to provide vocational services since FY '06. Their total clientele has increased to 50 in addition to the 1 DDP funded individual.

General Areas

A. Administrative

While the DDP no longer requires national accreditation, the agency maintains CARF accreditation in order to access Vocational Rehabilitation (VR) funding. J.O.B.S does not operate group homes or other services that require Licensing by the Department of Public Health and Human Services.

J.O.B.S is not required to participate in an A-133 audit as part of their contract. Staff maintain excellent documentation and progress notes in order to ensure accurate billing for services. There have been no issues noted in the area of invoices.

Specific Service Reviewed

A. Residential

N/A

B. Work / Day / Community Employment

N/A

C. Community Supports

Accomplishments

Some highlights of the individual's employment include: The individual learned and passed CPR and First Aid in order to obtain employment with a local DayCare and opened up her employment choices to those that require this certification. Because many of the phrases and concepts in the typical CPR/First Aid training was more complicated than what their client could understand, Michelle developed training picture cards and 1-2 word tasks for a more easily understood CPR Process training. Michelle also negotiated with Red Cross evaluators allowing the client to take a verbal test only and waive the written part. In addition to passing her CPR/First Aid, Michelle and Chelsey trained this individual how to ride the city bus and taped the instructions on the back of her cell phone. The amount that this increased her independence is invaluable and is a skill necessary to get back and forth from work. The individual is valued by her employer and co-workers and she has filled important roles in their community. See QAOS #1.

i. HEALTH and SAFETY

Due to the nature of the service, J.O.B.S staff do not assist with medications. There are no "sites" other than community employers, who need to meet State and Local safety requirements. J.O.B.S does not provide transportation services.

ii. SERVICE PLANNING AND DELIVERY

As described above in the accomplishments section, the individual who work with J.O.B.S continue to be very successful at her work site and have chosen where she works. Careful planning and collaboration provided individuals with job flexibility, successful matching of job and talents, and most ideal worksite environments. Individual Plans and Quarterly Status reports are complete and thorough.

Concerns noted during review were training and understanding of mandated reporting to APS/CPS and client rights. Also of concern was the measurability of the objectives and the wording. However, objectives and tracking are being done to individual's satisfaction and progress being shown. See QAOS # 2 and #3.

In this case, J.O.B.S provides employment services and the individual also accesses Community Integration with ORI. J.O.B.S staff continues to ensure that communication between service providers is open and that the individuals' health needs are met.

J.O.B.S staff provide exemplary individualized services. They uphold the ideals of dignity, respect, and individual choice. All interactions are driven by these ideals and this is evidenced by the success and satisfaction of the individual they support.

iii. STAFFING

There has been no turnover in direct service staff since they have started supporting individuals accessing DDP funding. Michelle's service has been of great assistance to continuity of services. She has developed strong relationships with the individuals she supports and the members of their teams. She knows and understands their dreams, the direction they are moving and how to support them in working thru issues in order to achieve their dreams. She completed the Staff Survey without error. Her demonstrated performance is consistent with Person Centered Planning, Mandatory Reporting, Incident Reporting, and Emotionally Responsible Caregiving.

iv. INCIDENT MANAGEMENT

There have been no concerns with Incident Management. Due to the nature of employment-only services and the amount of supports around this individual, occurrence of incidents would be uncommon.

In cases where questionable circumstances arise, she will call the DDP, APS, or CPS staff. There have been no critical or reportable incidents during the period of this review.

D. Transportation

N/A

E. Case Management

N/A

CONCLUSION

J.O.B.S provides exemplary employment services. There are no open findings with this review or previous reviews.



Sheri Pullium

Quality Improvement Specialist

Developmental Disabilities Program

Cc: Michelle Pickell, Director J.O.B.S
Paula Miskuly-Tripp, DDP Regional Manager (Missoula)
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